

**Community Service Network 7 Meeting
DHHS Offices, Biddeford
December 10, 2009**

Minutes

Members Present:

- ☐ Common Connection Club (CSI) – Excused absence
- ☐ AIN
- ☐ Consumer Council – Excused absence
- ☒ **Counseling Services Inc. – Lois Jones, Jennifer Goodwin**
- ☐ Creative Work Systems
- ☐ Goodall Hospital – Excused absence

- ☐ Harmony Center (CSI) – Excused absence
- ☐ Job Placement Svcs.
- ☒ **MMC/ESN – Deborah Rousseau & Barb Murray**
- ☐ NAMI-ME – Families
- ☐ Riverview Psychiatric Center
- ☐ Saco River Health Svcs.
- ☒ **Shalom House – Chris Souther**
- ☒ **Sweetser – Roger Wentworth & Mark Eves**

- ☒ **Southern Maine Medical Ctr. – Mary Jane Krebs**
- ☒ **Spring Harbor Hospital – Mary Jane Krebs**
- ☐ Volunteers of America
- ☐ YCCAP
- ☒ **York County Shelters – Jennifer Ouellette**
- ☐ York Hospital

Others Attending:

Staff Present: DHHS/OAMHS – Don Chamberlain, Carlton Lewis, Ron St. James; **Muskie School** – Scott Bernier

Agenda Item	Discussion
I. Welcome, Introductions, & Reminder to sign in	Carlton Lewis welcomed attendees.
II. Minutes - Review and approval of previous meeting minutes.	The minutes of September 10, 2009, were reviewed and accepted with changes as noted below. <ul style="list-style-type: none"> • Jennifer Goodwin represents CSI and not York County Shelters. • Bold Jennifer Ouellette on attendance list. Fix Consumer Council on attendance list as present—WC Martin. Bold Dan Burns as present for AIN.
III. Continuity of Care Work Group	Mary Jane Krebs reported on the activities of the workgroup: <ul style="list-style-type: none"> • They have met three times since the last CSN meeting. • They have reviewed ways to improve access to services and have come up with the following proposals: <ul style="list-style-type: none"> ○ Under “Wait list Management among & between providers”: <ul style="list-style-type: none"> ▪ Providers need to distinguish between “unmet needs” and “wait list”. ▪ APS needs to permit services, data , etc. to follow the client from one service to another, as opposed to entering data over and over again in different categories. ▪ Currently, if a Class member calls DHHS to request services, DHHS puts that information on a contact for Service notification to the agency, but does not notify the agency of this. DHHS

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	<p>should follow the protocol already established and contact the agency directly and inform them of the client in need of service.</p> <ul style="list-style-type: none"> ▪ If a person never shows-up for service, their name continues to remain on the list. The workgroup recommends that more outreach of clients between assessment and first appointment be made and set a limit of 30 day follow-up with 2 to 3 phone calls up front when the appointment is missed. ○ Under “Referral to other providers when there is a wait list and other services are needed”, the following recommendation was made: <ul style="list-style-type: none"> ▪ Referring agency needs to share information requested by agency referred to in order to effectively meet the needs of the client. ○ Under “What is the responsibility of the CI worker to act as a linker, monitor and evaluator of services,” the following recommendations were made: <ul style="list-style-type: none"> ▪ If an agency cannot meet the needs of the client or the client is ineligible for services at the agency, then the agency is responsible for connecting the client to another provider. ▪ If the client is enrolled in CI services, then the CI worker is ultimately responsible for linking them with needed services, monitoring the effectiveness of the services provided and evaluating as per any requirements of a case manager. ▪ In some instances, it may not be the role of the CI worker who provides the linkage, but rather, the roll someone else in the agency where the client presents themselves. • The workgroup went through the waitlist process between Sweetser and CSI and found the two to be similar in their process. • The group seeks feedback from the CSN on where to go from here. <ul style="list-style-type: none"> ○ Don reminded the group that it’s up to the members of the CSN to decide whether or not to adopt the recommendations made by the workgroup. ○ A concern was raised as to what process should apply when an agency participates in more than one CSN. This could lead to different policies in the different CSNs, which in turn could create confusion.
IV. Meeting/Activity Reports	<p>Employment Service Network Barb provided a newsletter reporting the activities of the ESN within CSN 7. ESN 6 & 7 now meet together. Barb has attended the Dec. Portland Chamber of Commerce Meeting. The ESN will be featured in the January newsletter of the Biddeford Chamber of Commerce. The vocational services group continues to meet every Wednesday, 10-11am at CSI. Barb is now using a booklet from Manpower as an employment resource. (Manpower also offers free training in computer skills, marketing skills and call center skills.) She currently has a full case load of 26.</p> <p>Consumer Council System of Maine No members were present to provide a report.</p>

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	<p>Crisis Quarterly Meeting Jenn Goodwin reported that the Crisis group meets monthly in this CSN in a joint meeting with CSN 6 at Youth Alternatives Ingraham. They have produced a pamphlet for consumers on who to call for what kind of services. They are working on how to make the Rapid Response Protocol actually work. Their next meeting is Friday, December 11.</p>
<p>V. Other</p>	<p>Adult ACT Team Rule Change Lois raised concerns were raised about the rule change that requires three face-to-face meetings per week with a client. Several clients are being moved to CI services as they won't accept three face-to-face meetings per week. CSI has approximately 375 clients in ACT Team services. ACTION: Don is working on a letter regarding this situation. More information to follow.</p>
<p>VI. Public Comment</p>	<p>There was no public comment.</p>
<p>VII. Meeting Recap and Agenda for Next Meeting</p>	<p>This CSN will next meet on March 11, 2010, 1-3pm at the Biddeford DHHS Office.</p> <p>ACTION ITEMS: ACTION: Don is working on a letter regarding the change in the rules for ACT teams.</p>